

COMMUNITY SERVICES PROGRAM COORDINATOR

GRADE: 18

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Community Services Program Coordinator performs intermediate paraprofessional and administrative work relative to youth and family programs and development for the City. The work requires sufficient knowledge to perform and deal with work situations; and, outside and inside contacts to carry out programs requiring cooperation, explanation and persuasion. The work is usually physically light in nature involving considerable mental effort and stress. The work is subject to general instruction, established routine and/or standardized policy and procedures; and, effects and has meaningful impact on individuals and citizens.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans, manages and coordinates youth and family programs and services.
- Supervises and coordinates programs and intervention services provided by other entities, non-profits, schools, etc.
- Integrates youth development initiatives into a coordinated program and expands efforts to include a larger number of youth.
- Coordinates youth programs with various Recreation and Parks programs.

- Manages youth development programs, acculturation and mentoring programs.
- May supervise part-time and volunteer employees and manages service contracts.
- Coordinates crisis, gangs and graffiti intervention efforts.
- Conducts fundraising and grant preparation to obtain funds for stipends and other program costs, and administers grants.
- Assists with the coordination of the City's Holiday Drive program.
- Acts as liaison to other entities who manage contracts for Prevention/Early Intervention Services
- Works with civic groups, parent and student groups and other community organizations in assessing and determining social service needs and desires and implements programs and services to meet these identified needs. Assists with information and referral resources to the public.
- Coordinate needs assessment for youth services (service providers, parents, youth schools, police).
- Manages contracts for services to supplement existing City Youth Development and After School Programs.
- Monitors County and State initiatives for youth development and gang prevention initiatives.
- Plans educational offerings for parents, schools and community (e.g., parent training, drug abuse prevention education, bullying, gang recognition/prevention).
- Backs up other Division functions.
- Work some evenings and weekends as required.
- Assists in arranging workshops on money management, housing resources, emergency management etc., in partnership with Rockville Housing Enterprises and other agencies.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to a Bachelor's Degree from an accredited university or college in Public or Business Administration, Social Science or a closely related field and two years progressively responsible experience in community or social service programs coordination. Being fluently bilingual in English and another language is preferred. Must possess a driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.
- Knowledge of community organization techniques and individual and group dynamics.

- Knowledge of social and economic issues facing youths and families and the ways these issues affect both the families and individuals.
- Knowledge of acceptable fundraising and grant application and administrative techniques.
- Knowledge of the effective principles of prevention and intervention for reducing substance abuse, gang activities, and graffiti, etc.
- Skill to work effectively with representatives of other interested or affected agencies.
- Skill in organizing diverse factions into a homogeneous program for the benefit of all.
- Ability to present thoughts both verbally and in writing, to conduct interviews, and to prepare and maintain necessary records and reports.
- Ability to coordinate a Holiday Drive and other similar programs.
- Ability to conduct needed assessments.